

Purchasing Support and Best Practices

Recommendations and Resources for Local Units of Government

Indiana Department of Administration
Commissioner Mark Everson

The Indiana Department of Administration (IDOA) provides procurement assistance and procurement advisory support to local governmental entities in need of supplies and services.

American Recover and Reinvestment Act (ARRA)

Procurement of Goods and Services Objectives

1. Consolidate procurement of goods and services whenever possible to maximum state and local stimulus purchasing power.
2. Use expedited procurement process to accelerate benefits to Hoosiers and preclude any loss of Federal funds due to delay.
3. Limit special procurements or the use of other non-competitive vehicles to maximize competition and accountability for the use of the taxpayer funds.
4. Use stimulus implementation to transform and improve government delivery systems throughout Indiana.

Procurement Best Practices

Implementing the following best practices will help ensure compliance requirements by the ARRA. Follow these steps when considering a purchase:

1. State Resources
 - a. Check current State Quantity Purchase Agreements (QPAs).
 - i. No procurement process necessary. Indiana Code 5-22 allows local governmental entities to purchase goods and services through state contracts which have already been properly procured.
 - ii. You may go to the following website for a full listing of all State QPAs: <http://www.in.gov/idoa/2804.htm>.
 - iii. The State has paid for each school corporation in Indiana to have one free license to access OneIndiana.net. This is a security-enabled website that contains State QPA information at the line-item level. The QPA's on this site have item descriptions, pictures, State negotiated prices and contact information to use the contract. If your school corporation has not registered for a license to OneIndiana.net you can do so by going to www.OneIndiana.net. In the top right hand corner there is a link to pre-registration. You will be asked for some very basic information and you should receive your username and password within 24 hours.
 - iv. Use the directions below on how to properly process a purchase off a QPA and document the process.
2. If an item or service is not on a QPA, follow standard procurement procedures.
 - a. Continue to follow your standard procurement rules and procedures to help ensure you receive a fair and reasonable price.

- b. Those procurement procedures can be expedited through quotes over the phone, via email, etc. Simply ensure that an attempt is made to get a fair and reasonable price.
 - c. ARRA may audit by checking documentation of attempts and market rates.
3. If time is of the essence and bids cannot be solicited, then document the justification as to why bids were not solicited. ARRA may be auditing by checking the justification and market rate of the purchase.

Using State Quantity Purchase Agreements

As stated previously, local units of government may solicit quotes via the phone or email, and/or may use State of Indiana contracts to procure goods and services. A full list of State QPA's can be found at <http://www.in.gov/idoa/2450.htm>. If there is an "x" in the "pol-sub" column of the table, the vendor has agreed to extend their pricing to school corporations. The list can help you determine what items and services are available through the State.

If you decide to make purchases using these contracts, IDOA suggests using the following language when speaking with state-contracted vendors:

My name is _____ and I'm calling as a purchasing representative for [school corporation]. You currently hold a contract with the State of Indiana and have committed to making your products and/or services available to local government entities. We are in need of the following items listed in your contract: [Item list]

Soliciting Three Quotes

If you seek to make purchases outside of the State's contract, IDOA suggests using the following language:

My name is _____ and I'm calling as a purchasing representative for [school corporation]. I have been asked to provide assistance in locating products needed for our local school district. We are in need of the following items: [item list]. I need a price for each item.

Once you have pricing from three suppliers, move forward with the order in a manner consistent with your local government's normal purchasing practices (issue a purchase order, etc.).

Questions

If you have any questions or concerns regarding the purchase of goods and services, please do not hesitate to contact the Department of Administration for further advisory information. We will be happy to assist you in any way we can.

Role	Name	Office
Director - Contract Manager	Erin Kremer	317-232-3033
Contract Manager	Michael Duvalle	317-232-3035
Dell Contract Manager	Mark Hempel	317-232-2498

Rules of Thumb

1. Purchase supplies and services as though you were using your own money.
Document, Document, Document. This will make the reimbursement process much easier in the long run. The attached Request for Quote Documentation form may assist in documentation gathering.
2. Leasing equipment is preferable to purchasing equipment, as you might not need the equipment once the stimulus program has expired.

Technology and Office Supplies for Schools have been identified by the Department of Education as products that will be a primary focus. Below are “Best Practices” for utilizing the technology and office supply QPAs.

Staples - QPA# 10516A – Office Supplies, Toner, and Paper

IDOA has negotiated discounted pricing based upon the State’s combined office supply volume. The State of Indiana contract also provides an opportunity for substantial cost savings to all state agencies and political subdivisions including municipalities, school corporations, and universities.

Catalog Overview:

- 1100+ core list items (in full line catalog) with aggressive pricing.
- Discounts for non-core list items (in full line catalog):
 - Office Supplies: 50% off Current List Price with 20% Margin Floor.
 - Toner: 30% off Current List Price with 15% Margin Floor.
 - Paper: 5% Margin Floor.
- Sourced Product (non-full line catalog): 50% off Current List Price with 30% Margin Floor.

Staples's program features include:

- State of Indiana discounts on the entire full-line catalog. -24-hour fast and easy online ordering through StaplesLink.com.
- Free next-day shipping on orders.

- Returns accepted within 30 days of the purchase with no restocking fee. Staples will pick-up the returned items at the time of regular delivery or schedule a special pick-up.
- Toll free telephone customer care service Monday through Friday, 8:00 AM to 5:00 PM EST by calling 877-826-7755.

Key Contacts:

- Contract Manager: Mike DuValle
 - Phone: (317) 232-3035
 - E-mail: mduvalle@idoa.in.gov
- Staples Business Development Manager: Dan McGee
 - Phone: (800) 693-9900, Ext. 547
 - E-mail: daniel.mcgee@staples.com

Dell Marketing L.P. – QPA# 10029 - Desktops, Laptops, Servers, Printers, and Peripherals

Through the *OneIndiana* spend management initiative to leverage state agency and other governmental entity purchasing power and increase standardization of the IT infrastructure environment, Dell Marketing, L.P. became the State's provider of IT hardware sourced competitively for desktops, laptops, servers, printers and peripheral equipment. Dell Marketing, L.P. also provides related services necessary to assist entities in deployment of technology procured. The contract is available for all state agencies and political subdivisions of the state including municipal entities, school corporations, and institutions of higher learning.

Product Discounts Offered (off list price):

- Desktops: 31%
- Laptops: 33%
- Servers: (small standard) 36%; (mid-tier standard) 50%; (enterprise standard) 38%; (blade) 40%
- Printers: (Dell branded) 15%; (all others) 8%-10%
- Peripheral Equipment: (Dell branded) 15%; (all others) 8%

Contract Advantages:

- Extensive catalog selection with state discounts applied and available online at Dell.com or by quote from dedicated inside sales team
- Local point of contact with team of technology experts available for consultation and issue escalation
- Related services for installation, image loading, and asset tagging (to name a few) are provided by Dell strategic partners and subcontractors
- Bulk ordering encouraged maximizing steeper discounts on opportunity buys
- 2% rebate applied on all purchases through the contract

Key Contacts:

- Contract Manager: Mark A Hempel
 - Phone: (317) 232-2498
 - E-mail: mhempel@idoa.IN.gov
- Indiana Account Executive (local): Sean McCloskey
 - Phone: (317) 595-8940
 - E-mail: Sean_McCloskey@Dell.com
- Inside Sales Executive: Matthew Jones
 - Phone: (512) 724-5883
 - E-mail: Matthew_Jones@Dell.com

Dell Marketing, L.P. [a/k/a Dell-ASAP] - OPA # 9414A - Microsoft Enterprise and Select Agreements and Commercial-off-the-Shelf (COTS) Software

Dell Marketing, L.P. acquired ASAP Software Express, Inc. (the former contract holder) effective January, 2009 and has worked with various software manufacturers helping the state achieve more aggressive discounts by leveraging collective purchase power. This contract houses both the Microsoft Enterprise and Select agreements used for purchasing Microsoft operating systems, client access licenses, software product suites, and stand-alone software products. Third party software products and maintenance are also available.

Product Discounts Offered (off list price):

- Microsoft Enterprise: 18.1%; Microsoft Select: 17.7%
- Adobe: 11%
- Oracle: 50% (GSA)
- Symantec: 22%
- VMware: 33%
- Other Publishers: aggressive percentage range depending on order quantity

Contract Advantages:

- E-business Ordering System Portal - access, purchase, and manage software licenses efficiently Key features include:
 - Simple user interface
 - Enhanced guided navigation and search capabilities
 - Streamlined quote-to-order capabilities
 - Sophisticated and customizable tracking and reporting features
- Dedicated Account Team:
 - Major Account Manager to ensure overall account satisfaction
 - Software Account Team to provide software-related expertise
 - System Consultants to provide a seamless deployment experience
 - Technical Sales Representatives to facilitate order management
 - Customer Service Representatives to provide post-sale support

Key Contacts:

- Contract Manager: Mark A Hempel

- Phone: (317) 232-2498
 - E-mail: mhempel@idoa.IN.gov
- Senior Account Executive: Darren Lewis
 - Phone: 888-883-1029
 - Fax: 847-465-3277
 - Darren_Lewis@Dell.com
- Software & Peripherals Representative: Kristin Lancaster
 - Phone: 800-988-3956
 - Fax: 847-465-3277
 - Kristin_Lancaster@Dell.com

NETech Corporation (OPA # 10120), SBC Global Services, Inc. (AT&T) (OPA # 10129), Communications Products, Inc. (OPA # 10132) - Cisco Internet Protocol Telephony Systems, Communication Equipment, and Professional Services

To maximize competition between contracts, multiple contracts were awarded from the RFP requesting full catalog discounts on IPT equipment. The contracts allow for the purchase of IPT hardware and phones, voice processing systems, unified messaging systems, call center systems, interactive voice response systems, and related services for installation, maintenance, engineering, and consulting.

Product Discounts (off list price):

- Cisco IP Telephony Equipment: 49%
- Cisco Data Equipment: 45%
- SmartNet Maintenance: (one year) 15%; (three years) 20%; higher discounts apply for vendor version of similar maintenance: (one year) 30%, (three years) 35%

Key Contacts:

- Contract Manager: Mark A Hempel
- NETech: Indiana General Manager - Brent Clodgo
 - Phone: (317) 581-1900
 - Fax: (317) 581-1919
 - E-Mail: bclodgo@NETechCorp.com
- SBC (AT&T): Indiana Sr. Account Manager - Mike Redman
 - Phone: (317) 488-3038
 - E-Mail: mr3284@att.com
- Communications Products, Inc. - Account Manager: Keith Doucette
 - Phone: (317) 595-7881
 - Fax: (317) 595-7891
 - E-Mail: keithd@commprod.com

Local Government: Purchasing Documentation

Purchaser

Name:

Office/Organization:

E-mail:

Phone:

Entity in Need

Organization:

Delivery Address:

QPA Number:

(If purchasing from a Quantity Purchasing Agreement)

Items Needed. (Be sure to include product specifications. For example, if tables are needed, include the size, shape, folding, etc.).

Quantity Needed:

Lease or Outright Purchase:

If lease, term of lease (if known):

Quote 1

Company: _____

Price: _____

Quote 3

Company: _____

Price: _____

Quote 2

Company: _____

Price: _____

Justification. (Use this area to document the purchasing decision -- especially important if completing a sole-source procurement.)
